

Healthy Options Children

Single Item Measure

Question 4

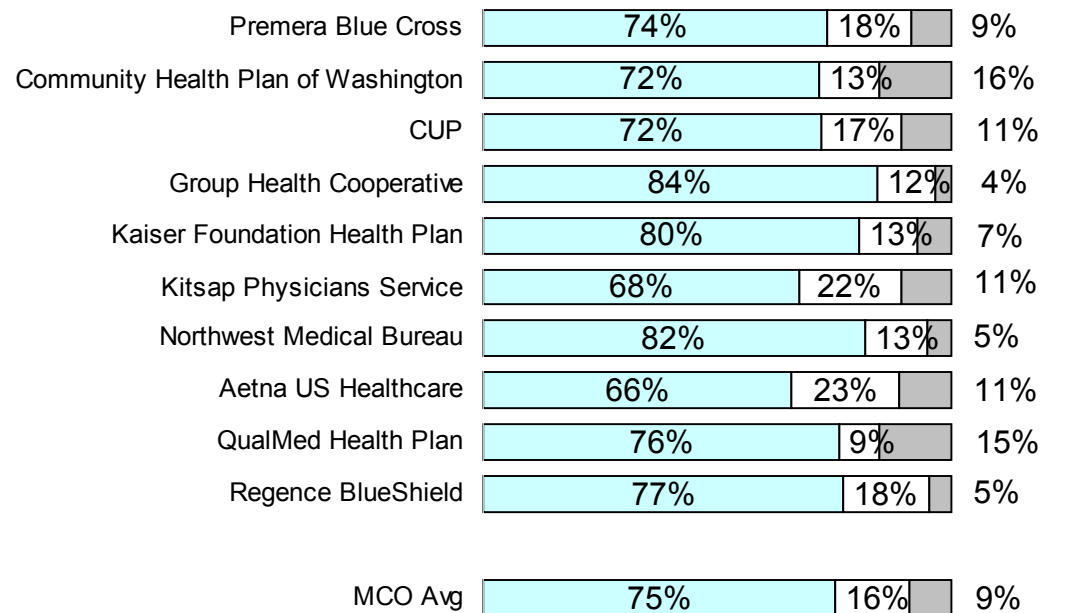
Survey respondents were asked:

“With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?”

Note:

This question was answered by people who indicated that they did get a new doctor or nurse when they joined the health plan.

Q4 Problems finding a personal doctor (N=1,854)



☐ Not a problem

☐ Small problem

☐ Big problem

Healthy Options Children

Single Item Measure

Question 9

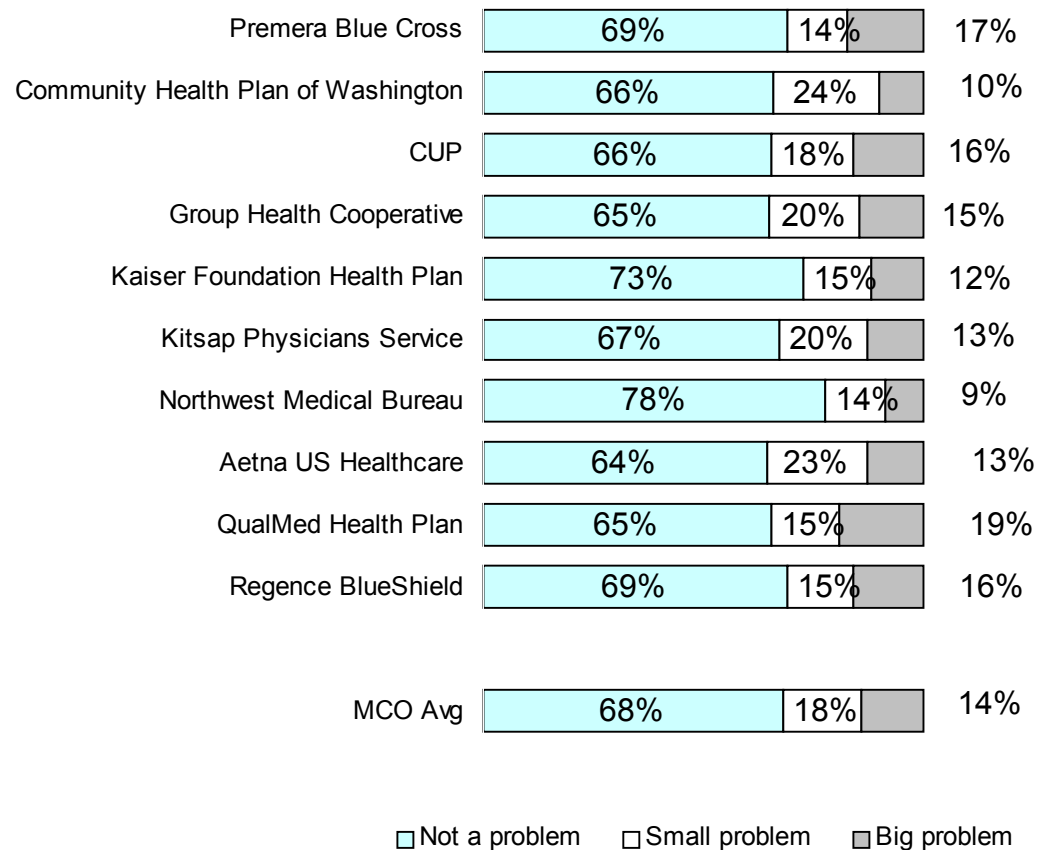
Survey respondents were asked:

“In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?”

Note:

This question was answered by people who indicated their child needed to see a specialist in the first 6 months of 1998.

Q9 Problems getting referrals to specialist (N=872)



Healthy Options Children

Single Item Measure

Question 14

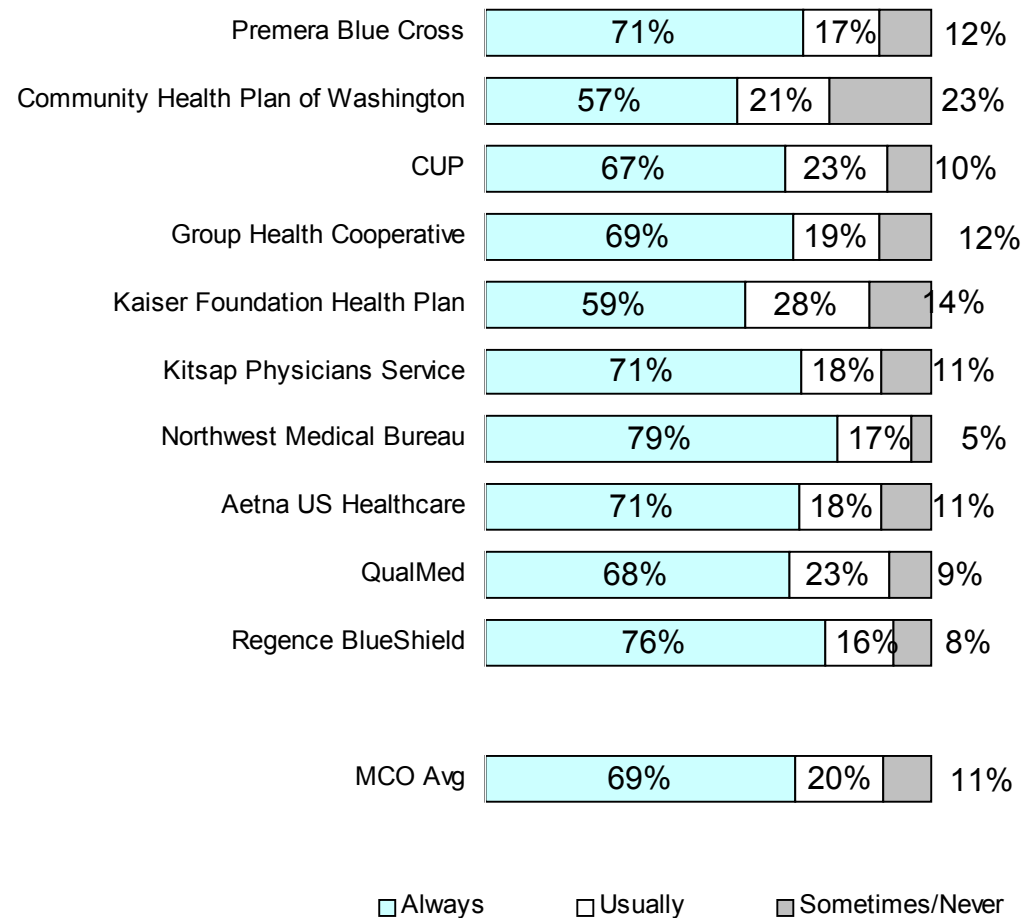
Survey respondents were asked:

“In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?”

Note:

This question was answered by people who had called a doctor's office or clinic at least once during regular office hours in the first 6 months of 1998.

Q14 Got help or advice needed from doctor's office (N=2,795)



Healthy Options Children

Single Item Measure

Question 16

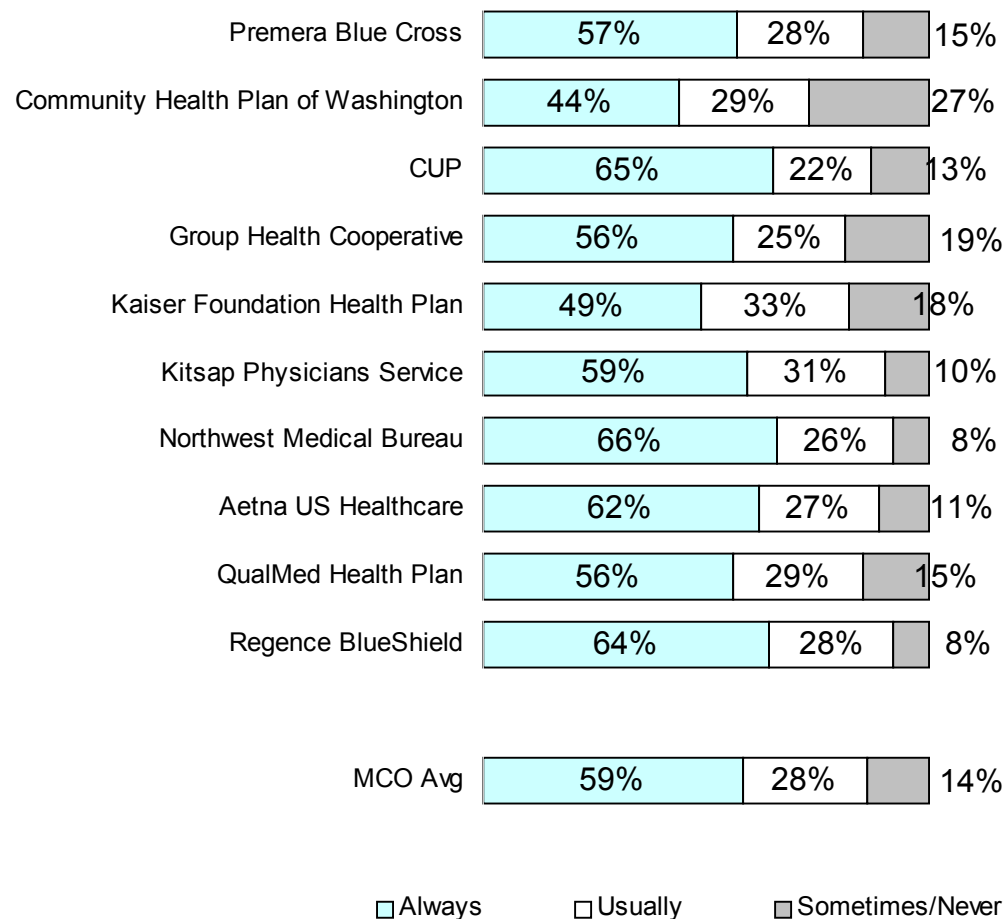
Survey respondents were asked:

“In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?”

Note:

This question was answered by respondents who indicated that their child had made an appointment with a doctor or other health provider in the first 6 months of 1998.

Q16 Got routine care as soon as wanted (N=2,614)



Healthy Options Children

Single Item Measure

Question 19

Survey respondents were asked:

“In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?”

Note:

This question was answered by people who indicated their child had had illness or injury that needed care right away from a doctor's office, clinic, or emergency room in the first 6 months of 1998.

Q19 Got acute care as soon as wanted (N=1,830)

